SPPR Program Plain Talk Process

SPPR Program Plain Talk Team Members: Paul O'Brien (Mgmt. sponsor), Lori Crews (Team Lead), John Butler, Jeff Fishel, Susie McLemore, Sarah Aschbrenner, Cheryl Cervantes, **NWRO** ??, **SWRO** Linda Puryear

Assumption: All team members have access to Net Meeting capability.

Roles

Team Lead (Lori Crews): First contact for all Plain Talk documents. Determines timeframe for project, assigns re-writer and facilitator for each project (as needed), maintains intranet site showing status of Plain Talk projects.

Facilitator: Arranges for group edits/net meetings, leads group through process, identifies when issues with a document need to be resolved at another level (e.g., policy issues).

Re-writer: Prepares and circulates first draft of a re-write for the group to work from during group edits. Prepares and circulates subsequent and final drafts. Finalizes document and submits for publication number and publishing.

Document owner: The person who wrote the document or who has current "ownership" of the document. This person should be an expert in the document's content, and is responsible for ensuring the plain talk process clarifies the message and does not change the document's meaning.

All team members: Will be expected to review drafts of documents and participate in group and/or individual rewrites as assigned by team lead. They will give input on when a document needs or is ready for broader review (e.g., by another program team).

Criteria for selecting documents for a plain talk review:

1. New documents as they become available

For existing documents:

2. Documents meant for large audiences, such as public outreach documents
3. Form letters/templates
4. High visibility program policy changes
5. Documents with high frequency/volume distribution
6. # of customer questions/complaints
7. *Rules

*Rules will be done in coordination with agency rules coordinator (Bari Schreiner), and as determined to be appropriate by program management team.

<u>Documents for Plain Talk Review During Year 1</u> – The following documents have been identified by the SPPR Management Team for review in the following order:

- Form letters sent out for enforcement purposes
- Form letters sent out for NRDA and cost recover purposes
- Focus sheet for oil spill contingency plans rule update
- Contingency plan review conditional approval letter
- Contingency plan approval letter
- Drill evaluation letter
- Primary response contractor approval letter
- Focus sheet – Drug Labs, The Environmental Toll
- Focus sheet – Am I liable for Other State Costs?
- Focus sheet – Abandoned Containers and Dumped Hazardous Substances
- Focus sheet – Emergency Spill Response in Washington State
- Credit for oil recovery (Washington Oil Spill Compensation Schedule)

<u>Process for Review – See Flow Chart also</u>

1. Author gives Project Description Document along with document for Plain Talk review to team lead; or team leader picks document from list provided by management team.
2. Team lead determines whether the document meets Plain Talk criteria. If not, team lead determines whether the document should undergo full review, a medium review, or a quick review (based on size and use of document, need for Plain Talk, and urgency).
3. If the team lead decides on a **quick** review, team lead emails the document to the SPPR plain talk team asking for comments by a specific time. Team members who don't have time to participate simply don't respond. Team lead incorporates comments and proceeds to step 19.
4. If the team lead decides on a **medium** review, team lead then identifies a re-writer and a facilitator for the project and gives a timeline.
5. The re-writer prepares a first draft and circulates it to the SPPR plain talk team for review.
6. Team members have set number of working days, based on the timeline, to review the document and provide comments. Team members who don't have time to participate simply don't respond.
7. Based on the response to first review, team lead and group re-writer determine if group editing is necessary.
8. If group editing is needed, the facilitator sets up a net meeting. (If group editing is not needed, re-writer incorporates changes and proceeds to step 19.)
9. Re-writer prepares a second draft and circulates to team according to the timeline.
10. Team members who are able to participate, re-writer, facilitator and document owner perform group editing.

11. Based on team input, the team lead determines whether the document is ready or whether further editing is needed.
12. If the document needs further editing, steps 8 to 11 are repeated until document is finished. If document is finished proceed to step 19.

13. If the team lead decides on a **full** review, the team lead will identify a dedicated group review team, a re-writer, and a facilitator. The group review team will include at least the document owner and at least 2 SPPR plain talk team members. Team lead sets timelines. The team will never exceed 7 people in total.
14. Re-writer prepares a first draft re-write and circulates it to the group review team for review.
15. The facilitator sets up a time for a face-to-face group meeting or a net group meeting to edit document (whichever makes the most sense).
16. Team members participate in the plain talk review of the document.
17. The re-writer sends out a second draft for comments. Based on the comments back the team lead will decide if the document is ready or whether further editing is needed.
18. The document owner and team leader may opt to send the document out to the Agency Plain Talk Team for "fresh eyes" on the document. The document may also go through a "usability test" if this may be helpful in the process.
19. If the document needs further editing, steps 15 to 18 are repeated until document is finished. If document is finished proceed to step 20.
20. The document may need to be reviewed for grammar and format. If so the document will go to the appropriate support staff for this review.
21. When the document is ready for use, an electronic copy is sent to the team lead and document owner, or the program Publication Coordinator, as appropriate.
22. Publication Coordinator assigns publication number, ensures the document meets publication standards, and posts the document on the agency publications database, as appropriate.
23. Team lead maintains a status report of program Plain Talk documents on the intranet site.

The team will meet face-to-face quarterly to review how the process is working and make any needed changes.

The program will train all staff members in plain talk principles as the opportunities arise.